



WIN-RIVER RESORT & CASINO

JOB DESCRIPTION

JOB TITLE:	Help Desk Specialist
DEPARTMENT:	Information Technology
REPORTS TO:	Information Technology Manager
SALARY:	Grade 10, Entry \$18.82/hourly
CLASSIFICATION:	Non-Exempt
SUBORDINATES:	None
JOB SUMMARY:	This team member is responsible for maintaining, configuring, and installing all types of personal computing, printing, desktop software, and workspace related systems

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this position, however, are not all inclusive:

1. Maintains services, including e-mail, print and backup services, and their associated operating systems and software with engineering oversight
2. Performs installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices
3. Assists in research of IT operations products, services, protocols, and standards in support of network procurement and development efforts
4. Interacts with vendors, outsourcers, and contractors regarding network products and services
5. Maintains policies, procedures, and associated training plans for network resource administration, appropriate use, and disaster recovery
6. Maintains end user accounts, permissions, and access rights
7. Assists with the development and improvement of existing business systems when necessary
8. Maintains IT and AV systems and inventories
9. Works with end users to discern needs and requirements of end users
10. Assists in the install, troubleshooting, and repair of the network and operating systems
11. Assists with the maintenance, service, and upgrading on data processing, storage, and retrieval systems
12. Assists in maintaining all forms of telecommunications and audio/visual systems such as telephone, fax, voice-mail, electronic mail, paging, and cellular telephones
13. Performs all duties in a manner that continually supports the vision, mission, values, and principles of the Resort & Casino

14. Performs all duties in a manner that adheres to the guest service standards established by Win-River Resort & Casino's guest service program
15. Other duties as assigned by the Information Technology Manager

EDUCATION REQUIREMENTS

The education requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of education than required will be reflected during the recruitment process:

- A High School diploma, or the equivalent thereof, is required

EXPERIENCE AND KNOWLEDGE REQUIREMENTS

The experience and knowledge requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of experience and knowledge than required may be reflected during the recruitment process:

- A minimum of two (2) of the following certifications are required: CompTIA A+, CompTIA Network +, CompTIA Security +, MCP in Current OS, CCNA
- Knowledge of basic programming (Windows scripting, etc.) and data analysis skills, as well as strong conceptual and analytical orientation, intellectual curiosity, and unstructured problem-solving skills is required
- The ability to manage multiple projects simultaneously to meet agreed-upon deadlines, as well as have strong organizational skills, is required
- The ability to keep accurate records, both written and electronic, have strong interpersonal communication skills, and be capable of operating successfully in an informal environment and across organizational boundaries, is required
- The ability to be a self-starter who continually develops knowledge and skills, as well as be proficient in MS Access, Excel, Word, Outlook and PowerPoint is required
- MCDST, MCTS, MCP or similar certifications are recommended
- A minimum of four (4) years of experience in the IT industry is preferred

PHYSICAL REQUIREMENTS

The physical requirements outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this job:

- Frequently sits, stands, and walks
- Occasionally drives, bends/stoops, climbs, reach above/below shoulder level, kneels, squats, and crawls
- Frequently lifts/carries up to ten (10) pounds is required
- Occasionally lifts/carries up to seventy five (75) pounds is required
- Frequently pushes/pulls up to ten (10) pounds is required
- Occasionally pushes/pulls up to seventy five (75) pounds is required

WORKING CONDITIONS

The working conditions outlined here are representative of those that the team member will or may be exposed to while performing the functions of this job:

- While performing the duties of this job, the team member is frequently exposed to second-hand tobacco smoke
- While performing the duties of this job, the team member is usually subject to inside environmental conditions
- While performing the duties of this job, the team member may occasionally be subject to outside environmental conditions and to wet and/or humid conditions

OTHER INFORMATION

- Native American Preference Policy applies
- This individual must be able to meet the suitability requirements of the Redding Rancheria's Gaming Agency to obtain a gaming license
- Win-River Resort & Casino is a drug-free workplace
- This job description does not list all the duties of the job. You may be instructed by management to perform other tasks or functions
- This job description is not a contract for employment. Employment with Win-River Resort & Casino is considered "at-will"
- Must be able to comply with the Win-River Resort & Casino Common Language Rule
- Reasonable accommodations may or may not be made dependent upon the nature of the work required by the position
- Win-River Resort & Casino reserves the right to add, delete or modify without notice

Revised 2/5/20 kc